STAR ONLINE PUBLICATION

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Symptom/Vehicle Issue: Harman R1H Uconnect 5 Radio Software Flash Error Codes

Discussion: Radio will not complete a radio software update. The radio displays one of the following error codes. Follow the recommended steps in the table to resolve the concern.

HMI Error Code	Error Code Description	Dealer Corrective Action
(-2)	Failed to parse the package / Corrupted package	1) Confirm that the SW is packaged correctly on the USB. Only 1 .zip folder on the root directory of the USB. 2) File should not be relabeled. Download again from the Uconnect Site. 3) Possible syntax issue. Make sure there are no spaces or parenthesis in the filename.
(-3)	Package is not compatible / Integrity check failed	Confirm the original file is correct and copied correctly to USB. Retry SW update.
(-4)	Download Failure (FOTA)	Possible wireless connection/internet issue. Ignition cycle to off, confirm connectivity via Wi-Fi or TBM. Retry SW update.
(-5)	Generic error for all Installation Failures. (Update engine failures, Error in decryption, Error in finding private key, payload signature mismatch, file system verification failure etc...)	Check SW is packaged correctly on the USB. Only 1 .zip folder on the root directory of the USB. File should not be relabeled. Download again from the Uconnect Site. Retry SW update.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechConnect, eCONTACT or Service Library entry if no solution is found.

(-9)	USB disconnected in the middle of update	Remove USB. Allow the vehicle to go to sleep. Attempt to update again with USB.
(-11)	Pre Condition failed for download or Installation (FOTA)	**Retry after confirming the following vehicle pre-conditions are met:** 1) IGN OFF - in accessory mode 2) Battery sensor accuracy - via CAN 3) Battery charge status - (must be 65% or higher) 4) Confirm connectivity is available; (Wi-Fi or TBM)
(-13)	Post Installation verification failed. Failed to activate the new SW	Retry SW installation
(-18)	Insufficient space to download the package. (FOTA)	1) Check for multiple user profiles (more than 2) - May need to delete extra profiles to free up memory space. 2) Perform a factory reset

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